

*Adult Survey*

*Statewide Summary Report*  
*for the*  
*November 2003 Data Collection Period*

**ADULT PERFORMANCE OUTCOMES**



**Broad-Based Evaluation  
Consumer Perception Survey**

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**Purpose of this report**

*The purpose of this report is to provide performance outcomes data on consumer satisfaction (using items from the 28-item Mental Health Statistics Improvement Program Consumer Perception Survey (MHSIP)) and quality of life (QOL), as measured by the California State Department of Mental Health's Adult Survey. This report is a STATEWIDE summary of the Adult Survey(see Attachment A) data that were collected during the November 3-17, 2003 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table presented. County reports that are similar to this STATEWIDE report can be downloaded from each county's Information Technology Web Services (ITWS) folder, which can be accessed by authorized ITWS users at <https://mhhitws.cahwnet.gov/>.*

## Consumer Demographic & Descriptive Items

### Summary Report

The following tables highlight the Adult Survey demographic items, as well as several additional descriptive items, that were reported by consumers who received services during the November 3-17, 2003, survey period and reflect aggregated STATEWIDE data. Results of these Adult Survey consumer-completed items are highlighted in yellow (missing data are highlighted in green), and exclude surveys that had all items missing on either the MHSIP portion of the Adult Survey, the QOL portion, or both. **Out of 25,558 Statewide Adult Surveys, a total of 19,499 had valid data.**

**TOTAL NUMBER OF SURVEYS SUBMITTED (STATEWIDE)**

A total of 25,558 Adult Surveys were submitted to the State.

**Total Number of Statewide Surveys**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Total Number of Statewide Surveys	25558	100.0	100.0	100.0

**GENDER**

For the consumers who responded to the question – “What is your gender?” – 55.3% identified themselves as Female, 44.2% as Male and 0.5% as Other. Additionally, 9.5% of the consumers did not respond to this item.

**What is your gender?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Female	9755	50.0	55.3	55.3
Male	7810	40.1	44.2	99.5
Other	86	.4	.5	100.0
Total	17651	90.5	100.0	
Missing 9	1848	9.5		
Total	19499	100.0		

**AGE CATEGORY**

For the consumers who responded to the question – “What is your date of birth?” – 0.5% were under age 18, 10.1% were 18-25, 20.2% were 26-35, 31.8% were 36-45, 33.5% were 46-59, and 3.8% were age 60 or older. Additionally, 19.4% of the consumers did not respond to this item.

**Age Category**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	83	.4	.5	.5
	18-25	1588	8.1	10.1	10.6
	26-35	3174	16.3	20.2	30.8
	36-45	4994	25.6	31.8	62.6
	46-59	5271	27.0	33.5	96.2
	60+	604	3.1	3.8	100.0
	Total	15714	80.6	100.0	
Missing	System	3785	19.4		
Total		19499	100.0		

**SERVICE LENGTH**

For the consumers who responded to the question – “How long have you received services here?” – 2.7% reported that it was their first visit; 4.0% reported that they had had more than one visit, but that they had received services for less than one month; 6.7% reported having received services for 1-2 months; 10.3% reported having received services for 3-5 months; 15.7% reported receiving services for 6 months to 1 year and 60.6% reported receiving services for more than one year. Additionally, 36.1% of the consumers did not respond to this item.

**How long have you received services here?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	333	1.7	2.7	2.7
	> 1 visit, but < one month	498	2.6	4.0	6.7
	1 to 2 months	839	4.3	6.7	13.4
	3 to 5 months	1285	6.6	10.3	23.7
	6 months to 1 year	1957	10.0	15.7	39.4
	More than 1 year	7546	38.7	60.6	100.0
	Total	12458	63.9	100.0	
Missing	9	7041	36.1		
Total		19499	100.0		

**MEXICAN / HISPANIC / LATINO ORIGIN**

On the Adult Survey, 20.3% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin.”

**Are you of Mexican / Hispanic / Latino origin?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11985	61.5	61.5	61.5
	Yes	3954	20.3	20.3	81.7
	Unknown	3560	18.3	18.3	100.0
	Total	19499	100.0	100.0	

**ETHNICITY**

Consumers were permitted to identify as many ethnic categories as they felt were applicable; therefore, each ethnic category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each ethnic category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the Adult Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

On the Adult Survey, 53.2% of the consumers identified themselves as being “White / Caucasian.”

**Is your race White / Caucasian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	9133	46.8	46.8	46.8
	Yes	10366	53.2	53.2	100.0
	Total	19499	100.0	100.0	

On the Adult Survey, 12.6% of the consumers identified themselves as being “Black / African American.”

**Is your race Black / African American?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	17037	87.4	87.4	87.4
	Yes	2462	12.6	12.6	100.0
	Total	19499	100.0	100.0	

On the Adult Survey, 5.3% of the consumers identified themselves as being “Asian.”

**Is your race Asian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18473	94.7	94.7	94.7
	Yes	1026	5.3	5.3	100.0
	Total	19499	100.0	100.0	

On the Adult Survey, 6.4% of the consumers identified themselves as being “American Indian / Alaskan Native.”

**Is your race American Indian / Alaskan Native?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18259	93.6	93.6	93.6
	Yes	1240	6.4	6.4	100.0
	Total	19499	100.0	100.0	

On the Adult Survey, 1.3% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander.”

**Is your race Native Hawaiian / Other Pacific Islander?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	19248	98.7	98.7	98.7
	Yes	251	1.3	1.3	100.0
	Total	19499	100.0	100.0	

On the Adult Survey, 12.4% of the consumers identified themselves as being “Other.”

**Is your race Other?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	17076	87.6	87.6	87.6
	Yes	2423	12.4	12.4	100.0
	Total	19499	100.0	100.0	

On the Adult Survey, 1.8% of the consumers identified themselves as being “Unknown.”

**Is your race Unknown?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	19157	98.2	98.2	98.2
	Yes	342	1.8	1.8	100.0
	Total	19499	100.0	100.0	

**LANGUAGE OF SURVEY**

On the Adult Survey, 94.1% of the consumers responded using the English version of the Adult Survey and 5.9% used the Spanish version. *Note: The Adult Survey was only available in English and Spanish for the November 3-17, 2003, survey period.*

**Language of instrument**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	18349	94.1	94.1	94.1
	Spanish	1150	5.9	5.9	100.0
	Total	19499	100.0	100.0	

**PREFERRED LANGUAGE**

On the Adult Survey, 96.8% of the consumers responded that the services they received were provided in the language they preferred and 94.6% responded that written information was available in their preferred language. Additionally, 10.7% and 11.8% of the consumers did not respond to these items, respectively.

**Were the services you received provided in the language you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	560	2.9	3.2	3.2
	Yes	16861	86.5	96.8	100.0
	Total	17421	89.3	100.0	
Missing	Unknown	2078	10.7		
Total		19499	100.0		

**Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	920	4.7	5.4	5.4
	Yes	16272	83.5	94.6	100.0
	Total	17192	88.2	100.0	
Missing	Unknown	2307	11.8		
Total		19499	100.0		

**PRIMARY REASON INVOLVED WITH PROGRAM**

For the consumers who responded to the question – “What was the primary reason you became involved with this program?” – 39.9% reported that they decided to come in on their own, 54.8% reported that someone else recommended that they come in, and 5.3% reported that they came in against their will. Additionally, 14% of the consumers did not respond to this item.

**What was the primary reason you became involved with this program?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I decided to come in on my own	6694	34.3	39.9	39.9
	Someone else recommended that I come in.	9193	47.1	54.8	94.7
	I came in against my will.	889	4.6	5.3	100.0
	Total	16776	86.0	100.0	
Missing	9	2723	14.0		
Total		19499	100.0		

**ASSISTANCE COMPLETING SURVEY**

Consumers were permitted to identify all of the individuals who assisted them in completing the Adult Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the Adult Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

For the November 2003 survey period, 66.9% of the consumers responded that they did not need any help in completing the Adult Survey.

**I did not need any help.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	6461	33.1	33.1	33.1
	Yes	13038	66.9	66.9	100.0
	Total	19499	100.0	100.0	

For the November 2003 survey period, 5.8% of the consumers responded that a mental health advocate / volunteer helped them complete the Adult Survey.

**A mental health advocate / volunteer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18374	94.2	94.2	94.2
	Yes	1125	5.8	5.8	100.0
	Total	19499	100.0	100.0	

For the November 2003 survey period, 2.5% of the consumers responded that another mental health consumer helped them complete the Adult Survey.

**Another mental health consumer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	19002	97.5	97.5	97.5
	Yes	497	2.5	2.5	100.0
	Total	19499	100.0	100.0	

For the November 2003 survey period, 5.0% of the consumers responded that a member of their family helped them complete the Adult Survey.

**A member of my family helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18527	95.0	95.0	95.0
	Yes	972	5.0	5.0	100.0
	Total	19499	100.0	100.0	

For the November 2003 survey period, 2.7% of the consumers responded that a professional interviewer helped them complete the Adult Survey.

**A professional interviewer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18976	97.3	97.3	97.3
	Yes	523	2.7	2.7	100.0
	Total	19499	100.0	100.0	



For the November 2003 survey period, 5.6% of the consumers responded that a clinician / case manager helped them complete the Adult Survey.

**My clinician / case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18404	94.4	94.4	94.4
	Yes	1095	5.6	5.6	100.0
	Total	19499	100.0	100.0	

For the November 2003 survey period, 5.1% of the consumers responded that a staff member other than their clinician or case manager helped them complete the Adult Survey.

**A staff member other than my clinician or case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18503	94.9	94.9	94.9
	Yes	996	5.1	5.1	100.0
	Total	19499	100.0	100.0	

For the November 2003 survey period, 3.0% of the consumers responded that someone else helped them complete the Adult Survey.

**Someone else helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18911	97.0	97.0	97.0
	Yes	588	3.0	3.0	100.0
	Total	19499	100.0	100.0	

**REASON WHY SURVEY NOT COMPLETED (if applicable)**

County staff were expected to complete a "Reason" item if a consumer who met the criteria for the target population did not complete an Adult Survey. Of those consumers who were expected to complete an Adult Survey, but did not, 40.3% of the consumers were reported to have Refused to complete the survey, 11.2% were reported to have an Impairment, 30.8% did not have a survey available in their Language and 17.6% were marked as having an "Other" reason for not completing the survey. Additionally, 4.1% of the Adult Surveys were missing a "Reason" response.

**If the instrument is not completed, the PRIMARY reason must be indicated.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	2345	38.7	40.3	40.3
	Impairment	651	10.7	11.2	51.5
	Language	1791	29.6	30.8	82.4
	Other	1025	16.9	17.6	100.0
	Total	5812	95.9	100.0	
Missing		247	4.1		
Total		6059	100.0		

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## **MHSIP Consumer Survey**

### *Summary Report*

#### **About the MHSIP Consumer Survey**

The MHSIP is a 28-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) quality and appropriateness of services received, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The MHSIP was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program ([www.mhsip.org](http://www.mhsip.org)), and included the direct assistance and feedback of consumers and their families, as well as advocates for mental health services. The MHSIP Consumer Survey is currently used in a number of states across the United States.

It is important to remember that the ratings on the MHSIP represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the MHSIP provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present STATEWIDE data that were collected and aggregated from the MHSIP portion of the November 2003 Adult Survey. The MHSIP items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the MHSIP subscales (i.e., access to services, quality and appropriateness of services received, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied', and 4.5001 - 5 = 'Very Satisfied'. As a general guideline, an overall scale score over 3.5 indicates that consumers were satisfied.

Additionally, the average scores for each of the MHSIP subscales are also reported below.

For the tables reflecting categorical groupings of the MHSIP averages and the MHSIP subscale averages, total frequencies may differ depending on how well consumers completed the items on the Adult Survey that comprised each scale's calculation. Averages were only calculated for those Adult Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have data missing). The results are highlighted in yellow (incomplete and/or missing data are highlighted in green).

## PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 35.4% reported that they were Very Satisfied, 47.2% reported they were Satisfied, 14.3% were Neutral, 2.5% were Somewhat Dissatisfied and 0.5% were Dissatisfied. Additionally, 3.6% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Access to Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	101	.5	.5	.5
	Somewhat Dissatisfied	479	2.5	2.5	3.1
	Neutral	2694	13.8	14.3	17.4
	Satisfied	8876	45.5	47.2	64.6
	Very Satisfied	6655	34.1	35.4	100.0
	Total	18805	96.4	100.0	
Missing	System	694	3.6		
Total		19499	100.0		

## PERCEPTION OF QUALITY & APPROPRIATENESS

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Quality and Appropriateness” subscale, 36.5% reported that they were Very Satisfied, 48.4% reported they were Satisfied, 13.2% were Neutral, 1.5% were Somewhat Dissatisfied and 0.4% were Dissatisfied. Additionally, 5.9% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Quality & Appropriateness**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	74	.4	.4	.4
	Somewhat Dissatisfied	274	1.4	1.5	1.9
	Neutral	2415	12.4	13.2	15.1
	Satisfied	8881	45.5	48.4	63.5
	Very Satisfied	6697	34.3	36.5	100.0
	Total	18341	94.1	100.0	
Missing	System	1158	5.9		
Total		19499	100.0		

## PERCEPTION OF TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Treatment Planning” subscale, 29.7% reported that they were Very Satisfied, 43.6% reported they were Satisfied, 22.2% were Neutral, 3.5% were Somewhat Dissatisfied and 1.0% were Dissatisfied. Additionally, 10.3% of the data on this subscale had at least 1/3 of the items missing.

**Perceptions of Treatment Planning**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	177	.9	1.0	1.0
	Somewhat Dissatisfied	613	3.1	3.5	4.5
	Neutral	3875	19.9	22.2	26.7
	Satisfied	7627	39.1	43.6	70.3
	Very Satisfied	5193	26.6	29.7	100.0
	Total	17485	89.7	100.0	
Missing	System	2014	10.3		
Total		19499	100.0		

## OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 21.6% reported that they were Very Satisfied, 44.1% reported they were Satisfied, 27.0% were Neutral, 6.1% were Somewhat Dissatisfied and 1.2% were Dissatisfied. Additionally, 7.9% of the data on this subscale had at least 1/3 of the items missing.

**Outcomes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	221	1.1	1.2	1.2
	Somewhat Dissatisfied	1097	5.6	6.1	7.3
	Neutral	4846	24.9	27.0	34.3
	Satisfied	7928	40.7	44.1	78.4
	Very Satisfied	3873	19.9	21.6	100.0
	Total	17965	92.1	100.0	
Missing	System	1534	7.9		
Total		19499	100.0		

## GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 47.5% reported that they were Very Satisfied, 40.5% reported they were Satisfied, 9.4% were Neutral, 1.8% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, 2.3% of the data on this subscale had at least 1/3 of the items missing.

**General Satisfaction**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	150	.8	.8	.8
	Somewhat Dissatisfied	343	1.8	1.8	2.6
	Neutral	1791	9.2	9.4	12.0
	Satisfied	7721	39.6	40.5	52.5
	Very Satisfied	9043	46.4	47.5	100.0
	Total	19048	97.7	100.0	
Missing	System	451	2.3		
Total		19499	100.0		

## AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the consumers who completed at least 2/3 of the items that comprise each of the subscales. Respondents indicated that, overall, they were “Satisfied” with their Access to Services (indicated by a subscale score of 4.17; 18,805 responses), the Quality & Appropriateness of their treatment (indicated by a subscale score of 4.17; 18,341 responses), their Participation in Treatment Planning (indicated by a subscale score of 4.13; 17,485 responses), their Outcomes (indicated by a subscale score of 3.81; 17,965 responses) and were Generally Satisfied with their services (indicated by a subscale score of 4.32; 19,048 responses).

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	18805	1.00	5.00	4.17	.72
Average: Perception of Quality & Appropriateness	18341	1.00	5.00	4.17	.69
Average: Perception of Participation In Treatment Planning	17485	1.00	5.00	4.13	.79
Average: Outcomes	17965	1.00	5.00	3.81	.83
General Satisfaction	19048	1.00	5.00	4.32	.74
Valid N (listwise)	16449				

## Quality of Life (QOL)

### Summary Report

#### About the QOL

The QOL is designed to measure quality of life from a consumer's self-reported perspective. The subscales measured include: general life satisfaction, living situation, daily activities and functioning, family and social relationships, finances, legal and safety, and health.

It is important to remember that the ratings on the QOL represent a consumer's perceptions. A variety of factors can affect a consumer's quality of life and many of these are out of the control of service providers. However, in our efforts to continually improve services, the QOL can be used as a source of information on issues that are important to consumers.

The following tables present STATEWIDE data that were collected and aggregated from the QOL portion of the November 2003 Adult Survey. Most of the QOL items are rated on a seven-point scale, with "7" indicating the greatest satisfaction regarding their quality of life. Some of the results reflect the frequency reported for particular QOL items while others reflect averages of the items that comprise each of the QOL subscales (i.e., general life satisfaction, living situation, daily activities and functioning, family and social relationships, finances, legal and safety, and health). Using the seven-point response options as a guide, the QOL subscale results can be interpreted using the following: 1.0 – 3.9 = 'Dissatisfied', 4.0 - 4.9 = 'Mixed' and 5.0 – 7.0 = 'Satisfied'. As a general guideline, an overall scale score over 5.0 indicates that consumers were satisfied. For the tables reflecting the QOL subscale averages, total frequencies may differ depending on how well consumers completed the items on the Adult Survey that comprised each scale's calculation. Averages were only calculated for those Adult Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have data missing).

All QOL results are highlighted in yellow (incomplete and/or missing data are highlighted in green).

#### GENERAL LIFE SATISFACTION

For the consumers who responded to the question – "How do you feel about your life in general?" – 7.5% were Delighted, 16.0% were Pleased, 21.1% were Mostly Satisfied, 33.3% were Mixed, 7.1% were Mostly Dissatisfied, 9.9% were Unhappy and 4.6% were Terrible. Additionally, 7.2% of the consumers did not respond to this item.

**QOL\_1. How do you feel about your life in general?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Terrible	893	4.6	4.9	4.9
	Unhappy	1798	9.2	9.9	14.9
	Mostly Dissatisfied	1289	6.6	7.1	22.0
	Mixed	6034	30.9	33.3	55.3
	Mostly Satisfied	3826	19.6	21.1	76.5
	Pleased	2899	14.9	16.0	92.5
	Delighted	1357	7.0	7.5	100.0
	Total	18096	92.8	100.0	
Missing	9	1403	7.2		
Total		19499	100.0		

## LIVING SITUATION

For the consumers who completed at least 2/3 of the items that comprise the “Living Situation” subscale, an average score of 4.63 (18,136 responses) was calculated, indicating “Mixed” feelings regarding living situation.

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Living Situation	18136	1.00	7.00	4.63	1.52
Valid N (listwise)	18136				

## DAILY ACTIVITIES & FUNCTIONING

For the consumers who completed at least 2/3 of the items that comprise the “Daily Activities & Functioning” subscale, an average score of 4.42 (18,094 responses) was calculated, indicating “Mixed” feelings regarding daily activities & functioning.

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Daily Activities & Functioning	18094	1.00	7.00	4.42	1.38
Valid N (listwise)	18094				

## FAMILY RELATIONS

For the consumers who responded to the question – “In general, how often do you get together with a member of your family?” – 29.1% reported At Least Once a Day, 21.5% reported At Least Once a Week, 16.2% reported At Least Once a Month, 13.7% reported Less than Once a Month, 14.3% reported Not At All and 5.2% reported No Family / Not Applicable. Additionally, 12.6% of the consumers did not respond to this item.

### QOL\_4. In general, how often do you get together with a member of your family?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	2429	12.5	14.3	14.3
	Less than once a month	2343	12.0	13.7	28.0
	At least once a month	2759	14.1	16.2	44.2
	At least once a week	3662	18.8	21.5	65.7
	At least once a day	4965	25.5	29.1	94.8
	No family / Not applicable	884	4.5	5.2	100.0
	Total	17042	87.4	100.0	
Missing	9	2457	12.6		
Total		19499	100.0		

**Average Quality of Life Indicator: Family Relations**

For the consumers who completed at least 2/3 of the items that comprise the “Family Relations” subscale, an average score of 4.56 (16,786 responses) was calculated, indicating “Mixed” feelings regarding family relations.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Family Relations	16786	1.00	7.00	4.56	1.65
Valid N (listwise)	16786				

**SOCIAL RELATIONS**

For the consumers who responded to the question – “About how often do you visit with someone who does not live with you?” – 17.1% reported At Least Once a Day, 33.4% reported At Least Once a Week, 19.6% reported At Least Once a Month, 11.1% reported Less than Once a Month, 14.7% reported Not At All and 4.0% reported Not Applicable. Additionally, 9.4% of the consumers did not respond to this item.

**QOL\_6A. About how often do you visit with someone who does not live with you?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	2602	13.3	14.7	14.7
	Less than once a month	1969	10.1	11.1	25.9
	At least once a month	3470	17.8	19.6	45.5
	At least once a week	5905	30.3	33.4	79.0
	At least once a day	3015	15.5	17.1	96.0
	Not applicable	699	3.6	4.0	100.0
	Total	17660	90.6	100.0	
Missing	9	1839	9.4		
Total		19499	100.0		



For the consumers who responded to the question – “About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?” – 23.5% reported At Least Once a Day, 17.7% reported At Least Once a Week, 9.4% reported At Least Once a Month, 6.4% reported Less than Once a Month, 27.1% reported Not At All and 16.0% reported Not Applicable. Additionally, 13.7% of the consumers did not respond to this item.

**QOL\_6B. About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	4556	23.4	27.1	27.1
	Less than once a month	1075	5.5	6.4	33.5
	At least once a month	1587	8.1	9.4	42.9
	At least once a week	2971	15.2	17.7	60.6
	At least once a day	3951	20.3	23.5	84.0
	Not applicable	2686	13.8	16.0	100.0
	Total	16826	86.3	100.0	
Missing	9	2673	13.7		
Total		19499	100.0		

**Average Quality of Life Indicator: Social Relations**

For the consumers who completed at least 2/3 of the items that comprise the “Social Relations” subscale, an average score of 4.54 (16,910 responses) was calculated, indicating “Mixed” feelings regarding social relations.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Social Relations	16910	1.00	7.00	4.54	1.37
Valid N (listwise)	16910				

**FINANCES**

On the Adult Survey, 76.0% of the consumers reported that they generally had enough money to cover food expenses. Additionally, 7.4% of the consumers did not respond to this item.

**QOL\_8A. During the past month, did you generally have enough money to cover food?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4337	22.2	24.0	24.0
	Yes	76.0	70.3	76.0	100.0
	Total	18050	92.6	100.0	
Missing	9	1449	7.4		
Total		19499	100.0		

On the Adult Survey, 60.3% of the consumers reported that they generally had enough money to cover clothing expenses. Additionally, 8.1% of the consumers did not respond to this item.

**QOL\_8B. During the past month, did you generally have enough money to cover clothing?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7108	36.5	39.7	39.7
	Yes	10816	55.5	60.3	100.0
	Total	17924	91.9	100.0	
Missing	9	1575	8.1		
Total		19499	100.0		

On the Adult Survey, 79.3% of the consumers reported that they generally had enough money to cover housing expenses. Additionally, 8.8% of the consumers did not respond to this item.

**QOL\_8C. During the past month, did you generally have enough money to cover housing?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3679	18.9	20.7	20.7
	Yes	14099	72.3	79.3	100.0
	Total	17778	91.2	100.0	
Missing	9	1721	8.8		
Total		19499	100.0		

On the Adult Survey, 62.5% of the consumers reported that they generally had enough money to cover transportation expenses. Additionally, 8.6% of the consumers did not respond to this item.

**QOL\_8D. During the past month, did you generally have enough money to cover traveling around for things like shopping, medical appointments, or visiting friends and relatives?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	6678	34.2	37.5	37.5
	Yes	11136	57.1	62.5	100.0
	Total	17814	91.4	100.0	
Missing	9	1685	8.6		
Total		19499	100.0		

On the Adult Survey, 43.1% of the consumers reported that they generally had enough money to cover social activity expenses. Additionally, 8.8% of the consumers did not respond to this item.

**QOL\_8E. During the past month, did you generally have enough money for social activities like movies or eating in restaurants?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	10113	51.9	56.9	56.9
	Yes	7668	39.3	43.1	100.0
	Total	17781	91.2	100.0	
Missing	9	1718	8.8		
Total		19499	100.0		

## LEGAL & SAFETY

For the November 2003 survey period, 93.7% of the consumers reported that they were NOT a victim of any violent crimes in the month prior to completing the Adult Survey. Additionally, 7.5% of the consumers did not respond to this item.

**QOL\_9A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	16899	86.7	93.7	93.7
	Yes	1137	5.8	6.3	100.0
	Total	18036	92.5	100.0	
Missing	9	1463	7.5		
Total		19499	100.0		

For the November 2003 survey period, 87.0% of the consumers reported that they were NOT a victim of any non-violent crimes in the month prior to completing the Adult Survey. Additionally, 8.1% of the consumers did not respond to this item.

**QOL\_9B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	15590	80.0	87.0	87.0
	Yes	2323	11.9	13.0	100.0
	Total	17913	91.9	100.0	
Missing	9	1586	8.1		
Total		19499	100.0		

For the November 2003 survey period, 96.2% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the Adult Survey. Additionally, 10.2% of the consumers did not respond to this item.

**QOL\_10. In the past month, how many times have you been arrested for any crimes?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	16854	86.4	96.2	96.2
	1 arrest	443	2.3	2.5	98.8
	2 arrests	72	.4	.4	99.2
	3 arrests	56	.3	.3	99.5
	4 or more arrests	88	.5	.5	100.0
	Total	17513	89.8	100.0	
Missing	9	1986	10.2		
Total		19499	100.0		

**Average Quality of Life Indicator: Legal & Safety**

For the consumers who completed at least 2/3 of the items that comprise the “Legal & Safety” subscale, an average score of 4.74 (17,900 responses) was calculated, indicating “Mixed” feelings regarding legal & safety issues.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Legal & Safety	17900	1.00	7.00	4.74	1.41
Valid N (listwise)	17900				

**HEALTH**

For the consumers who completed at least 2/3 of the items that comprise the “Health” subscale, an average score of 4.10 (18,047 responses) was calculated, indicating “Mixed” feelings regarding health status.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Health	18047	1.00	7.00	4.10	1.50
Valid N (listwise)	18047				

## ADULT SURVEY

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely. EXAMPLE:** Correct ☐ Incorrect ☒

### Approximately, how long have you received services here?

- ☐ This is my first visit here.      ☐ 1 - 2 Months      ☐ More than 1 year  
☐ I have had more than one visit but I have received services for less than one month.      ☐ 3 - 5 Months      ☐ 6 months to 1 year

### MHSIP Consumer Survey\*:

Please answer the following questions based on the last 6 months OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Agree**, **Agree**, are **Neutral**, **Disagree**, or **Strongly Disagree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. I like the services that I received here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still get services from this agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff returned my calls within 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I was able to see a psychiatrist when I wanted to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Staff here believe that I can grow, change and recover.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I felt comfortable asking questions about my treatment and medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I felt free to complain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. I was given information about my rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff encouraged me to take responsibility for how I live my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff told me what side effects to watch out for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I, not staff, decided my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*The MHSIP Consumer Survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services.



**As a direct result of the services I received:**

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
21. I deal more effectively with daily problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. I am better able to control my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. I am better able to deal with crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I am getting along better with my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I do better in social situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. I do better in school and /or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. My housing situation has improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. My symptoms are not bothering me as much.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Please provide comments here and /or on the back of this form, if needed. We are interested in both positive and negative feedback.						

**Quality of Life Questions:**

Please answer each of the following questions by filling in the circle that best describes your experience or how you feel. Please fill in only one circle for each question. For some questions you may choose **Not Applicable** if the question does not apply to you.

**General Life Satisfaction**

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
1. How do you feel about your life in general?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Living Situation**

2. Think about your current living situation.

How do you feel about:

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. The living arrangements where you live?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. The privacy you have there?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. The prospect of staying on where you currently live for a long period of time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Daily Activities & Functioning**

3. Think about how you spend your spare time.

How do you feel about:

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. The way you spend your spare time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. The chance you have to enjoy pleasant or beautiful things?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. The amount of fun you have?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. The amount of relaxation in your life?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Family**

4. In general, how often do you get together with a member of your family?

- ☐ at least once a day      ☐ at least once a month      ☐ not at all  
☐ at least once a week      ☐ less than once a month      ☐ no family / not applicable

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted	Not Applicable
5. How do you feel about:								
A. The way you and your family act toward each other?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. The way things are in general between you and your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## **Social Relations**

6. About how often do you do the following?

- A. Visit with someone who does not live with you?  
☐ at least once a day      ☐ at least once a month      ☐ not at all  
☐ at least once a week      ☐ less than once a month      ☐ not applicable
- B. Spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?  
☐ at least once a day      ☐ at least once a month      ☐ not at all  
☐ at least once a week      ☐ less than once a month      ☐ not applicable

7. How do you feel about:

- |  | <b>Terrible</b>       | <b>Unhappy</b>        | <b>Mostly Dissatisfied</b> | <b>Mixed</b>          | <b>Mostly Satisfied</b> | <b>Pleased</b>        | <b>Delighted</b>      | <b>Not Applicable</b> |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-------------------------|-----------------------|-----------------------|-----------------------|
| A. The things you do with other people?            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| B. The amount of time you spend with other people? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. The people you see socially?                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| D. The amount of friendship in your life?          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## **Finances**

8. During the past month, did you generally have enough money to cover the following items?

- |  | <b>No</b>             | <b>Yes</b>            |
|--|-----------------------|-----------------------|
| A. Food?   | <input type="radio"/> | <input type="radio"/> |
| B. Clothing?   | <input type="radio"/> | <input type="radio"/> |
| C. Housing?  | <input type="radio"/> | <input type="radio"/> |
| D. Traveling around for things like shopping, medical appointments, or visiting friends and relatives? | <input type="radio"/> | <input type="radio"/> |
| E. Social activities like movies or eating in restaurants?   | <input type="radio"/> | <input type="radio"/> |

## **Legal & Safety**

9. In the past MONTH, were you a victim of:

**No      Yes**

- A. Any violent crimes such as assault, rape, mugging or robbery?      ☐      ☐
- B. Any nonviolent crimes such as burglary, theft of your property or money, or being cheated?      ☐      ☐

10. In the past MONTH, how many times have you been arrested for any crimes?

☐ No arrests    ☐ 1 arrest    ☐ 2 arrests    ☐ 3 arrests    ☐ 4 or more arrests

11. How do you feel about:

**Terrible    Unhappy    Mostly Dissatisfied    Mixed    Mostly Satisfied    Pleased    Delighted**

- |  |                       |                       |                       |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| A. How safe you are on the streets in your neighborhood?     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| B. How safe you are where you live?                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. The protection you have against being robbed or attacked? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## **Health**

12. How do you feel about:

**Terrible    Unhappy    Mostly Dissatisfied    Mixed    Mostly Satisfied    Pleased    Delighted**

- |                               |                       |                       |                       |                       |                       |                       |                       |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| A. Your health in general?    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| B. Your physical condition?   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. Your emotional well-being? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |





